



**State of Rhode Island
Department of Administration / Division of Purchases
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May 4, 2016

ADDENDUM # 1

RFP: # 7550548

Title: Rhode Island Healthcare Quality Reporting Program Services

Bid Closing Date & Time: May 20, 2016 at 10:30 AM (Eastern Time)

Notice to Vendors:

**ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES.
NO FURTHER QUESTIONS WILL BE ANSWERED.**

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Interdepartmental Project Manager**

Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.

Vendor Questions with State Responses for RFP #7550548 Rhode Island Healthcare Quality Reporting Program Services

Question 1: Page 7 states that the bidder should “*Coordinate with vendors for the implementation of patient satisfaction surveys with home health care agencies in Rhode Island, and the Home Health Care Subcommittee to assure completion of public survey processes and public reporting.*” However, home health agencies in the state are currently measuring patient satisfaction using the Home Health Consumer Assessment of Healthcare Providers and Systems (HCAHPS) tool. Home health agencies manage their own vendor relationships for this process and the data is reported by the Centers for Medicare and Medicaid Services (CMS) via the Home Health Compare website.

Does this RFP require the bidder to present a plan for measuring patient satisfaction with home health agencies beyond the measurement that is currently being done through HCAHPS, or will a plan for reporting and/or building consumer awareness of currently existing patient satisfaction be accepted?

Answer to question 1: Bidders should present a plan for reporting and building consumer awareness of existing patient satisfaction.

Question 2: Page 7 state that the bidder should “*Monitor hospital efforts with implementation of CMS’ Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) along with the Hospital Measures Subcommittee and the vendor selected to implement the surveys.*” However, hospitals in the state have already fully implemented this process and it is required by CMS. Hospitals manage their own vendor relationships for this process and the data is reported by CMS via the Hospital Compare website.

Does this RFP require the bidder to present a plan for measuring patient satisfaction with hospitals beyond the measurement that is currently being done through HCAHPS, or will a plan for reporting and/or building consumer awareness of currently existing patient satisfaction be accepted?

Answer to question 2: Bidders should present a plan for reporting and building consumer awareness of existing patient satisfaction.

Question 3: Page 7 states that the bidder should “*Assist with the development, implementation, data analysis, and reporting of the **biannual** survey of physicians on their adoption of Health Information Technology (HIT).*” However, this process has never been a *biannual* (twice a year) process. From 2009 to 2015 it was an *annual* (once yearly) process and starting in 2016, at the suggestion of the Director, it was moved to a *biennial* (once every two years) process.

Does this RFP require the bidder to propose a plan for administering this survey twice a year, or will a plan to follows the current guidance of the Director be accepted?

Answer to question 3: The RFP contains a typo on page 7 and the word “biannual” should read “biennial” (once every two years).

Question 4: Page 16 states that “*This section should indicate the number and types of all positions and any subcontractors, including the level of effort, duties and responsibilities in relation to the scope of work, length of time they have been with the organization, and projects they have worked on. Attachment A should be completed in support of this section.*” However, there is no “Attachment A” available with the RFP or indication of its contents or location.

Could you please provide “Attachment A” or revise the language on page 16 of the RFP?

Answer to question 4: Please disregard the reference in using Attachment A to support this section. The information referenced above can be articulated in the vendor’s proposal using a narrative format of their choice.